

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/616,006

Filing Date: July 9, 2003

Applicant: Luca Rigazio

Group Art Unit: 2626

Examiner: Jakieda R. Jackson

Title: Speech Data Mining for Call Center Management

Attorney Docket: 9432-000241

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

AMENDMENT

Sir:

In response to the Office Action mailed February 23, 2007, please amend the application as follows and consider the remarks set forth below.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 13 of this paper.